### Applicable to Nonresidential Delivery Service Customers in the following applicable customer classes:

**Customer Class** 

With Only Watt-hour Only Meters

0 kW up to and including 25 kW

Fixture-Included Lighting Non-Residential Delivery Service Customers

Street Lighting Delivery Service Customers - Dusk to Dawn

Street Lighting Delivery Service Customers - All Other Lighting

Classification/Dept.	<b>Activity</b>	Time Per Year	<u>\$/Hr.</u>	<u>\$/Yr.</u>	AIA OH %	Total w/Overheads
Account Manager	Customer Contact (1/Qtr.)	1 Hr.	\$30.76	\$30.76	49.9%	\$46.11
Clerical	Contract Processing/					
	Record Keeping	1 Hr.	\$21.61	\$21.61	94.7%	\$42.07
Marketing	Provide Educational Material			\$11.00 <b>(1)</b>	5.9%	\$11.65
Annual Total:				\$63.37		\$99.83
Monthly Total (\$/month):				\$5.28		\$8.32
Proposed Monthly Charge: (\$/month)						\$8.00

Bill Inserts - quarterly as content or interest warrant @ \$1.50 each. Total \$ 6 per year.

<sup>(1) \$11</sup> annual cost per customer includes, but is not limited or restricted to, the following activities and costs:

<sup>2</sup> X per year direct mail packet including letter, brochure and business response envelope if applicable @ \$2.50 each, or \$5 per year.

## Applicable to Nonresidential Delivery Service Customers in the following applicable customer classes:

**Customer Class** 

Over 25 kW up to and including 100 kW Over 100 kW up to and including 400 kW Pumping Delivery Service Customers

Classification/Dept.	<u>Activity</u>	Time Per Year	<u>\$/Hr.</u>	<u>\$/Yr.</u>	AIA OH %	Total w/Overheads
Account Manager	Customer Contact (1/Qtr.)	1.5 Hrs.	\$30.76	\$46.14	49.9%	\$69.16
Account Manager	Analyze Data & Effect of PPO	2 Hrs	\$30.76	\$61.52	49.9%	\$92.22
Clerical	Contract Processing/					\$0.00
	Record Keeping	1 Hr.	\$21.61	\$21.61	94.7%	\$42.07
Marketing	Provide Educational Material			\$11.00 <b>(1)</b>	5.9%	\$11.65
Annual Total:				\$140.27		\$215.11
Monthly Total (\$/month):				\$11.69		\$17.93
Proposed Monthly Charge (\$/month):						\$18.00

- (1) \$11 annual cost per customer includes, but is not limited or restricted to, the following activities and costs:
  - 2 X per year direct mail packet including letter, brochure and business response envelope if applicable @ \$2.50 each, or \$5 per year.
  - Bill Inserts quarterly as content or interest warrant @ \$1.50 each. Total \$ 6 per year.

## Applicable to Nonresidential Delivery Service Customers in the following applicable customer classes:

**Customer Class** 

Over 400 kW up to and including 800 kW

Over 800 kW up to and including 1,000 kW

Over 1,000 kW up to and including 3,000 kW

Over 3,000 kW up to and including 6,000 kW

Over 6,000 kW up to and including 10,000 kW

Over 10,000 kW

Railroad Delivery Service Customers

Classification/Dept.	<u>Activity</u>	Time Per Year	<b>\$/Hr.</b>	<u>\$/Yr.</u>	AIA OH %	Total w/Overheads
Account Manager	Analyze Data & Effect of PPO	4 Hrs.	\$30.76	\$123.04	49.9%	\$184.44
Account Manager	Contract Discussion/					
	Contract Execution	4 Hrs.	\$30.76	\$123.04	49.9%	\$184.44
Clerical	Contract Processing/					
	Record Keeping	1 Hr.	\$21.61	\$21.61	94.7%	\$42.07
Account Manager	Account Maintenance	8 Hrs.	\$30.76	\$246.08	65.3%	\$406.77
Marketing	Provide Educational Material			\$11.00 <b>(1)</b>	5.9%	\$11.65
Annual Total:				\$524.77		\$829.37
Monthly Total (\$/month):				\$43.73		\$69.11
Proposed Monthly Charge (\$/month):						\$69.00

Bill Inserts - quarterly as content or interest warrant @ \$1.50 each. Total \$ 6 per year.

<sup>(1) \$11</sup> annual cost per customer includes, but is not limited or restricted to, the following activities and costs:

<sup>2</sup> X per year direct mail packet including letter, brochure and business response envelope if applicable @ \$2.50 each, or \$5 per year.

#### **Additional Notes:**

The following information identifies and defines the various administrative activities that are involved in the analysis, education, and application of the Power Purchase Option (PPO). These costs do not include any data acquisition costs. The time and costs associated with these activities will vary by customer type, size and communication channel. Estimates of time allocated to these activities are based upon previous historical experience.

#### **Customer Contact**

Proactive contact with PPO customers to review rate options and discuss ongoing changes. To reactively respond to C&I customer inquires concerning PPO rate options. Depending on customer type, contact may be face to face or through telecommunications.

#### **Analyze Data & Effect of PPO**

Review customer energy consumption history and perform standard or customized rate comparison analysis to determine economic effect of PPO.

#### **Contract Discussion/Contract Execution**

Review contractual documents and commitments with customer. Obtain necessary approvals within customer and company organization.

## **Contract Processing/Record Keeping**

Clerical functions involving establishing PPO customer on record and implementing proper contract filing procedures.

#### **Account Maintenance**

Regular two-way contact with a PPO account to discuss billing parameters, rate calculations and contractual issues.

#### **Provide Educational Material**

The creation, development and distribution of information materials targeted at educating customers regarding PPO. Format and distribution of materials will vary dependant upon customer type and communication channel with the account.